



PROVIDER ALERT

Trainings for Care Management Improvements

May 12, 2014

At Optum, one of our goals is to collaborate with providers to lead to better member outcomes. One way that we ensure that the right care is being delivered to members is through our care management process.

We appreciate the feedback that we have received from providers regarding our care management process. This collaboration with providers has allowed us to implement key initiatives that will help reduce the administrative burden for providers.

Optum will be offering the following trainings to providers to help educate them on the changes to care management and how to best use the system. ***It is highly recommended that all providers in the Optum network attend one of the trainings.*** We will be offering the trainings in-person as well as via webinar.

In-Person Training Sessions:

- **Tuesday, June 3rd** - Pocatello, ID: 9:00 a.m. - 11:00 a.m. MST and 1:00 p.m. - 3:00 p.m. MST
Location TBD
- **Thursday, June 5th** - Boise, ID: 9:00 a.m. - 11:00 a.m. MST and 1:00 p.m. - 3:00 p.m. MST
Location TBD
- **Tuesday, June 10th** - Coeur d'Alene, ID: 8:30 a.m. - 10:30 a.m. PST and 11:30 a.m. - 1:30 p.m. PST,
Location TBD

Webinar Training Sessions:

- **Wednesday, June 4th**: 1:00 p.m. - 3:00 p.m. MST
- **Wednesday, June 11th**: 1:00 p.m. - 3:00 p.m. MST
- **Thursday, June 12th**: 9:00 a.m. - 11:00 a.m. MST and 1:00 p.m. - 3:00 p.m. MST

Attendees must pre-register for trainings. To register, please visit www.OptumIdaho.com/providers.

We will continue to partner with providers to create improvements to the prior authorization process.

If you have questions or additional feedback to share, you may contact the Optum Idaho Clinical Team at 855-202-0983 and press option #1 for treatment and authorizations.

United Behavioral Health, operating under the brand Optum